



## MTF Action Plan Report

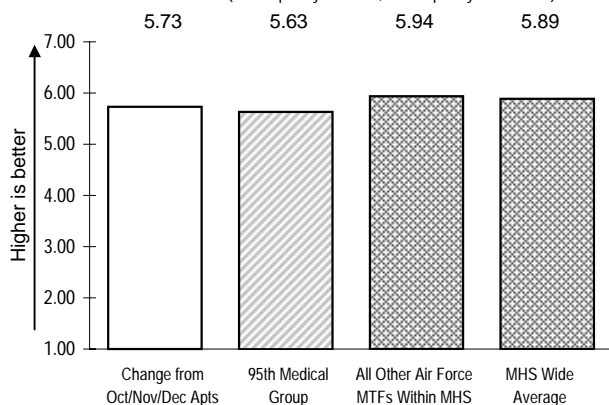
### 95th Medical Group-Edwards Air Force Base

#### Patient Satisfaction Report: January/February/March 2001 Appt. Data

Total Mailed = 622 Returns As Of Cutoff = 159 Non-deliverables = 25 Response Rate = 26.6%

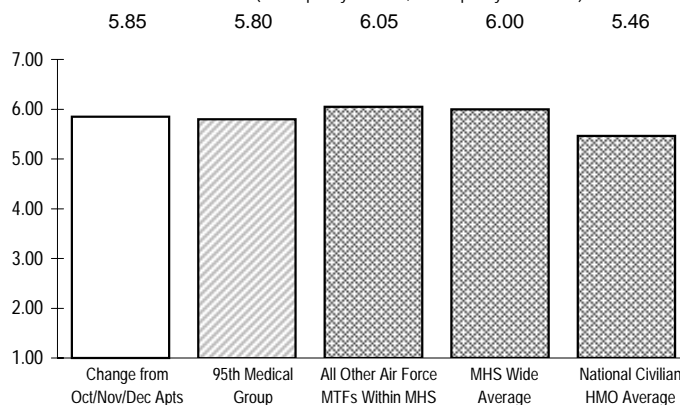
##### Overall Satisfaction with Clinics (Q12)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



##### Overall Satisfaction with Medical Care (Q5)

Mean Score (7=Completely Satisfied, 1=Completely Dissatisfied)



Not Significantly Different From 95th Medical Group

Significantly Different From 95th Medical Group

##### Comparison To:

Change from Oct/Nov/Dec Apts	* Highest Correlation with Clinic Satisfaction (Q12) ** Highest Correlation with Medical Care Satisfaction (Q5) Mean Score (5=Excellent, 1=Poor)	Mean Score	All Other Air Force MTFs Within MHS	MHS Wide Average	National Civilian HMO Average
<input type="checkbox"/>	<b>Access Average</b>	3.31	3.72	<input checked="" type="checkbox"/>	3.52
<input type="checkbox"/>	* Office wait time (Q9)	3.35	3.66	<input checked="" type="checkbox"/>	3.34
<input type="checkbox"/>	* Referral for specialty care (Q10c)	3.73	3.79	<input type="checkbox"/>	N/A
<input checked="" type="checkbox"/>	* Access to medical care (Q10b)	3.23	3.80	<input checked="" type="checkbox"/>	3.71
<input type="checkbox"/>	Time to return your call (Q11)	3.06	3.51	<input checked="" type="checkbox"/>	3.13
<input type="checkbox"/>	Ease of making phone appointment (Q10a)	3.42	3.79	<input checked="" type="checkbox"/>	3.82
<input type="checkbox"/>	Appointment wait time (Q7)	3.44	3.82	<input checked="" type="checkbox"/>	3.51
<input type="checkbox"/>	<b>Quality Average</b>	3.95	4.14	<input checked="" type="checkbox"/>	3.83
<input type="checkbox"/>	** Overall quality of care received (Q3j)	4.02	4.20	<input checked="" type="checkbox"/>	3.88
<input type="checkbox"/>	** How well the care met your needs (Q3i)	3.79	4.05	<input checked="" type="checkbox"/>	3.77
<input type="checkbox"/>	** Thoroughness of treatment (Q3c)	4.11	4.23	<input type="checkbox"/>	3.90
<input type="checkbox"/>	How much you were helped (Q3h)	3.80	4.01	<input checked="" type="checkbox"/>	3.73
<input type="checkbox"/>	Explanations of procedures and tests (Q3d)	4.01	4.21	<input checked="" type="checkbox"/>	3.87
<input type="checkbox"/>	<b>Interpersonal Relationship Average</b>	3.97	4.17	<input checked="" type="checkbox"/>	3.81
<input type="checkbox"/>	** Personal interest in you (Q3e)	3.92	4.19	<input checked="" type="checkbox"/>	3.88
<input type="checkbox"/>	** Amount of time with Dr. and staff (Q3g)	3.65	4.05	<input checked="" type="checkbox"/>	3.62
<input type="checkbox"/>	** Advice on ways to avoid illness/stay healthy (Q3f)	3.88	4.07	<input checked="" type="checkbox"/>	3.67
<input type="checkbox"/>	Attention given to what you had to say (Q3b)	4.18	4.26	<input type="checkbox"/>	3.93
<input type="checkbox"/>	Friendliness and courtesy of staff (Q3a)	4.21	4.28	<input type="checkbox"/>	3.94

Your rating is:



Lower



Same



Higher